

UNITED STATES DEPARTMENT OF AGRICULTURE

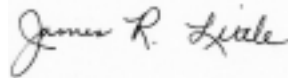
Farm Service Agency
Washington, DC 20250

Notice AO-1261

For: State and County Offices

Web Central Authentication and Authorization Facility (WebCAAF) Registration Process

Approved by: Administrator



1 Overview

A

Background

The Freedom to E-File Act (Pub. L. 106-222) requires that information be provided electronically to agricultural producers. Currently, many of these services are provided through customer interaction at the local USDA Service Center. FSA's eGovernment strategic plan is to provide information systems that allow customers to securely and confidently share data and receive services electronically. The County Based Agency (CBA) eGovernment initiative and the USDA's Electronic Access Initiative (EAI) are efforts to implement web services to meet this goal. Authentication and authorization of FSA customers who use the eGovernment services (for example e-LDP's or e-Forms Service) web farms will be provided by WebCAAF. The WebCAAF customer registration application will generate and maintain user ID's and passwords for each USDA customer.

B

Purpose

This notice provides detailed instructions for:

- using the WebCAAF registration software
- processing registration forms received from customers.

C

Contact

Direct questions about the WebCAAF registration software to the Common Computing Environment (CCE) Centralized Help Desk at **1-800-457-3642**, through your State Information Technology (IT) Staff.

Disposal Date

June 1, 2003

Distribution

State Offices; State Offices relay to County Offices

2 General Information

A

WebCAAF Registration Objectives

WebCAAF will provide a single sign-on to eGovernment applications for FSA customers and employees. The objectives of this registration process are to employ standardized methods for verifying the identity of CBA customers/partners and managing their credentials in support of electronic alternatives to traditional signatures and non-repudiation. WebCAAF Registration software will:

- be used to authenticate and authorize employees and customers to use CBA eGovernment services
- allow FSA customers to request an account using AD-2016.

AD-2016 may be submitted in person, by mail, or fax to the local USDA Service Center. Complete AD-2016 according to Exhibit 1.

After the customer's identity has been confirmed, the customer will be issued a temporary user ID and mailed a temporary password that can be used to logon to many USDA web sites to conduct electronic business.

B

WebCAAF Registration Process Procedures

Customers may obtain AD-2016 using any of the following methods:

- in person, by mail or fax from the nearest Service Center

Notes: If customer requests AD-2016:

- in person, see Exhibit 2
- by mail or FAX, see Exhibit 3.

Service Center employees can prepare AD-2016 to register customers by accessing <https://webreg.sc.egov.usda.gov/webreg> to begin the registration process.

- from the e-Forms Service website at <http://www.sc.egov.usda.gov>.
-

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2 General Information (Continued)

C

WebCAAF Security Requirements

A registered account identity can be used for personalized services as well as authentication for subsequent authorization to restricted CBA eGovernment services. Restricted services include providing access to private data and information collection processes that result in contractual obligations or financial transactions. The objectives of these registration processes are to employ standardized methods for verifying the identity of CBA customers/partners and managing their credentials in support of electronic alternatives to traditional ink signatures.

All Service Center employees will be provided the same level of security access.

Note: WebCAAF registration is limited to individual customers. Customers should complete AD-2016 as an individual.

D

Processing AD-2016

Service Centers shall process AD-2016 according to Exhibit 4 when received from the customer.

E

Assistance With Registration

If you require assistance with the registration process:

- customers shall contact their local Service Center
- the local Service Center shall contact the CCE Centralized Help Desk at 1-800-457-3642 through the State IT staff.

Note: Customers who request assistance with a user Id or password may be instructed according to Exhibit 5; however, the Service Center will not be able to access the customer's account information to make changes for the customer.

F

Additional Information

Questions and answers about the registration process have been included in Exhibit 6.

Completing AD-2016

A

**Completion
Instructions**

Complete AD-2016 according to these instructions.

Item No.	Action
Part A - Customer's Request for Electronic Access Code	
1	Enter customer's first name, middle initial, and last name.
2	Enter the name of the organization. If an organization is not being represented, leave blank and go to Item 4.
3	Enter organization membership. If program participation is conducted on behalf of an organization, enter the type of organization the Customer is representing. For example, Federal Agency, State/Local government, USDA partner, legal business entity, etc.
4	Enter Social Security Number, tax ID, or other identifying number.
5	Enter customer's mailing address.
6	Enter telephone number, including area code.
7	Enter e-mail address, if available.
8	Enter an "X" in the "Yes" check box if customer would like a confirmation from the receiving USDA office that the FAX was received. If customer does not want a FAX confirmation, enter an "X" in the "No" check box and go to Item 10.
9	Enter FAX number if customer selected "YES" in Item 8.
10	Read the Customer's Agreement statements.
11	Customer shall sign and date in Item 11 if in agreement with the statements in Item 10. Note: If customer submits completed AD-2016 by mail or fax, customer must sign in the presence of a notary public.

Continued on the next page

Completing AD-2016 (Continued)

**A
Completion
Instructions
(Continued)**

Item No.	Instructions
Part B - For USDA Use (Service Center completes this part.)	
12 A	Indicate the State and/or county where the administrative records are maintained, if applicable.
12 B	Insert date and time of registration.
12 C	Enter the name of the employee completing registration D. Sign the form stating the employee who completed the registration.
12 D	Registering employee shall enter signature.
Part C - Acknowledgment of Notary Public	
If customer is mailing or faxing AD-2016 to USDA, this part must be completed by the notary public who witnesses the signature of the customer.	

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Completing AD-2016 (Continued)

B
Example of
AD-2016

Following is an example of AD-2016

This form is available electronically.		Form Approved - OMB No. 0560-0219	
AD-2016 (03-26-02)		U.S. DEPARTMENT OF AGRICULTURE	
USDA REGISTRATION FORM TO REQUEST ELECTRONIC ACCESS CODE			
<p>NOTE: The following statement is made in accordance with the Privacy Act of 1974 (5 USC 552a) and the Paperwork Reduction Act of 1995, as amended. The authority for requesting the following information is The Government Paperwork Elimination Act, GPEA (Pub. L. 105-277) and The Freedom to E-File Act (Pub. L. 106-222). The information will be used to establish secure information transactions for electronic eCommerce. Furnishing the requested information is voluntary; however, without it electronic access to USDA eCommerce business purposes will not be permitted. This information may be provided to other agencies, IRS, Department of Justice, or other State and Federal Law enforcement agencies, and in response to a court, magistrate or administrative tribunal. The provisions of criminal and civil fraud statutes, including 18 USC 288, 287, 371, 841, 651, 1001; 16 USC 714m; and 31 USC 3729, may be applicable to the information provided.</p> <p>According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0560-0219. The time required to complete this information collection is estimated to range from 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.</p> <p>RETURN THIS COMPLETED FORM TO YOUR USDA SERVICE CENTERS.</p>			
<p>USDA customers of the Farm Service Agency, Natural Resources Conservation Service, or Rural Development complete this form to request a one-time electronic access code that will authorize the customer's entry into the USDA online registration system. In the online registration system the customer will establish his or her unique customer user ID and password that will be required to conduct electronic business with USDA. If you are mailing or faxing this form to USDA, you must have it notarized in Part C. If you will be requesting an access code in person at the USDA Service Center, you do not need to complete this form.</p>			
PART A - CUSTOMER'S REQUEST FOR ELECTRONIC ACCESS CODE			
1. Name of Customer (First, Middle Initial, Last)	2. Organization Name, if applicable	3. Organization Membership:	
4. ID Number (SSN, Tax ID or other identifying number)	5. Customer's Address	6. Telephone Number (including area code)	
7. E-Mail Address	8. If you are faxing your request, do you want a FAX Confirmation from USDA? If "Yes", provide Fax Number.		9. Fax Telephone Number (including area code)
	<input type="checkbox"/> YES <input type="checkbox"/> NO		
<p>10. Customer's Agreement: - In signing this request, the undersigned agrees to the following:</p> <ul style="list-style-type: none"> - The information on the form (name, etc.) is correct - The customer requests access to his or her USDA information online - To protect user name and password from disclosure to any other individual - To report to USDA if credentials are compromised (lost, stolen, etc.) 			
11. Customer's Signature		Date	
PART B - FOR USDA USE			
12. After customer submits this form, registrant must provide the following information:			
A. State and or county where administrative records are maintained, if applicable		B. Date of registration (mm-dd-yyyy) ; Time of registration	
C. Name of registering employee		D. Signature of registering employee	
PART C - ACKNOWLEDGEMENT OF NOTARY PUBLIC (Required if mailing or faxing this form to USDA)			
<p>13. On this (a) _____ day of (b) _____, before me personally appeared (c) _____, to be known to me to be the same person whose name is subscribed as "customer" to the foregoing instrument, and acknowledged that he or she signed and delivered the instrument as his or her free and voluntary act, for the uses and purposes set forth.</p>			
<p>14. My commission expires: _____</p>			
<p>15. NOTARY PUBLIC</p>			
<p>The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiocassette, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice or TDD). USDA is an equal opportunity provider and employer.</p>			

Service Center Action When Customer Requests AD-2016 in Person

Service Center employees shall follow these instructions when a customer requests a registration form in person.

Step	Action
1	Service Center employee requests photo ID for verification of customer identity.
2	Access the WebCAAF registration system via https://webreg.sc.egov.usda.gov/webreg . The employee will be prompted to enter employee ID and password. Enter Combined Administrative Management System (CAMS) user ID and password.
3	Click on either of the following links, as applicable: <ul style="list-style-type: none">• "Create New User Account" to begin the process of registering a customer who does not have an existing account• "Resume Registration" to resume the registration process for a customer who has returned a completed, signed AD-2016.
4	Enter State, Service Center, last and first name for the customer in the space provided on the Service Center Information Management System (SCIMS) Customer Search Page Screen. The WebCAAF system will search SCIMS to identify a match. Select the correct customer name from the search results. If the customer's data is not found during the system search, employee shall collect additional registration data not available from existing data set based upon interview with customer, if possible. The customer's data shall be added to SCIMS according to 1-CM. To ensure a separation of duties exists, an employee, not involved with the customer registration process, shall enter the additional information into the SCIMS.
5	The registration system retrieves the customer's data and pre-fills the data fields on the registration screen. The customer shall verify all information on the verification screen.
6	See Exhibit 4, steps 6 through 11 to complete the registration process.

Service Center Action When Customer Requests AD-2016 by Mail or FAX

Service Center employees shall follow these instructions when a customer requests a registration form by mail or FAX.

Step	Action
1	Access the WebCAAF registration system via https://webreg.sc.egov.usda.gov/webreg . Select the following: Service Center, State, County, Service Center, the "WebReg" link. The employee will be prompted to enter employee ID and password. Enter CAMS user ID and password.
2	Click on either of the following, as applicable: <ul style="list-style-type: none"> • "Create New User Account" to begin the process of registering a customer who does not have an existing account • "Resume Registration" to resume the registration process for a customer who has now returned a completed, signed AD-2016.
3	Enter State, Service Center, last and first name for the customer in the space provided on the SCIMS Customer Search Page Screen. The WebCAAF system will search SCIMS to identify a match. Select the correct customer name from the search results. If the customer's data is not found during the system search, the employee contacts the customer, if possible, and collects additional registration data not available from existing data set. The customer's data shall be added to SCIMS according to 1-CM. To ensure that a separation of duties exists, an employee, not involved with the customer registration process, shall enter the additional information into SCIMS.
4	Click "Next" and the system will print AD-2016.
5	The employee will save and suspend incomplete transactions for subsequent access within the "Save" or "Continue" page by clicking the "Save" box.
6	Employee mails the registration form to the customer.
7	Customer completes any missing data, reads item 10, and signs item 11. A notary public completes AD-2016, Part C. The customer returns AD-2016 to the Service Center.
8	Upon receipt of AD-2016, the Service Center shall follow instructions in Exhibit 4.

Service Center Action When AD-2016 Is Received From Customer

Service Center employees shall follow these instructions when AD-2016 is received from the customer.

Step	Action
1	<p>If the Service Center received the application:</p> <ul style="list-style-type: none"> • by mail or FAX, ensure that AD-2016 is complete and has been validated by a notary public • in person, request a photo ID to verify customer identity. <p>Note: If customer does not have a photo ID, verify customer's signature using customer's FSA-237.</p>
2	<p>Access the WebCAAF registration system via https://webreg.sc.egov.usda.gov/webreg. Select the following: Service Center, State, County, Service Center, and click on the WebReg link. The employee will be prompted to enter employee ID and password. Enter CAMS ID and password.</p>
3	<p>Click on either of the following, as applicable:</p> <ul style="list-style-type: none"> • "Create New User Account" to begin the process of registering a customer who does not have an existing account • "Resume Registration" to resume the registration process for a customer who has returned a completed, signed AD-2016.
4	<p>Enter State, Service Center, last and first name for the customer in the space provided on the SCIMS Customer Search Page Screen. The WebCAAF system will search SCIMS to identify a match. Select the correct customer name from the search results.</p> <p>If the customer data is not found during the system search, add the customer to SCIMS according to 1-CM. To ensure a separation of duties exists, an employee, not involved with the customer registration process, shall enter the additional information into SCIMS.</p>
5	<p>The registration system retrieves the customer's data and pre-fills the data fields on the registration screen. If the customer is applying in person, the customer shall verify all information on the verification screen.</p>

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Service Center Action When AD-2016 Is Received From Customer (Continued)

Step	Action
6	Click “Next” and the system will print AD-2016.
7	The customer shall verify the information is accurate and sign AD-2016. Note: Skip this step if the customer mailed or faxed the application with notary public validation.
8	Add Customer Groups Screen will be displayed. Employee should select the appropriate group name. Click “Add” and then click “Next”. Contact the CCE Centralized Help Desk if a customer's group information needs to be modified.
9	Employee selects the method used to verify the customer: <ul style="list-style-type: none">• photo ID• signature card• notary public seal/signature.
10	The system automatically generates a letter containing the temporary user ID. If the user applies in person, Service Center will provide a printout with the temporary user ID. If the user applies via FAX or mail, Service Center will mail the information to the customer.
11	Once the Service Center generates the temporary ID the Service Center portion of the registration process is complete.

Note: For security and control purposes, the customer’s temporary password will be automatically transmitted to a Central Registration Authority and mailed under separate cover from the letter containing the temporary user ID.

Changing a Customer's Temporary Credentials and Account Maintenance Features

A

Purpose of Exhibit

This exhibit is provided for informational purposes only. Instructions for changing temporary ID and password credentials, as well as account maintenance features that can only be initiated by the customer. The CBA employee **does not have** access to these features, however, the Service Center can provide guidance to those customers who require assistance.

B

Changing Temporary ID and Temporary Password

Once a customer receives a temporary ID and password, they must log onto the registration system to create a permanent user ID and password. Customers must create a permanent ID and password before accessing CBA restricted services. The temporary ID and password is for one-time use only.

Customers shall change their temporary ID and password according to the following instructions.

Step	Action
1	Customer logs onto the registration system through the Internet at https://webreg.sc.egov.usda.gov/activate .
2	Registration system prompts user to enter temporary user ID and password.
3	<p>The registration system will give the customer the following 2 options:</p> <ul style="list-style-type: none"> • selecting 1 of 4 permanent system-generated customer ID's • creating their own permanent customer ID. <p>The ID may consist of letters and numbers only and must be between 6 and 20 characters in length.</p> <p>The password must:</p> <ul style="list-style-type: none"> • not contain spaces or tabs • be between 8 and 12 characters in length • contain uppercase and lowercase letters • contain at least 5 letters, 2 numbers, and 1 punctuation character. <p>If the system rejects the ID or password, the customer will receive a message stating that a new ID or password must be entered and will receive instructions to enter a different password.</p>
4	The registration system automatically generates a notice screen that an account has been activated.

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Changing a Customer's Temporary Credentials and Account Maintenance Features (Continued)**C****Changing Password**

Customer password changes may be initiated by the customer or by the registration system. Customers may change their password at any time. The registration system will initiate a password change every 13 months to minimize opportunities for unauthorized access to restricted resources.

Note: This changing password feature may not be functional and available to the customer at the time the WebCAAF Registration application is activated and provided to the Beta sites. However, if the customer feels the password has been compromised, contact the CCE Centralized Help Desk for assistance.

Customers may change their password according to this table.

Step	Action
1	Customers may access the system to change a password by using their Internet browser and gaining entry into the USDA eCommerce Home Page at http://www.sc.egov.usda.gov/ to access the account maintenance feature.
2	Customer selects "Change Password" link.
3	Registration system prompts customer to enter Username, Old Password, New Password, and Confirm New Password.
4	Registration system verifies accuracy of current password. If the password entered is: <ul style="list-style-type: none"> incorrect, the customer may attempt to enter the correct password 3 times <p>Note: If the incorrect password is entered more than 3 times, the customer will be locked out of the account for 30 minutes</p> <ul style="list-style-type: none"> correct, the registration system will prompt the customer to enter a new password and confirm the new password by typing it again. The proposed password must be different from the original.
5	A screen will be displayed confirming that the password has been reset.

Continued on the next page

Changing a Customer's Temporary Credentials and Account Maintenance Features (Continued)

D Registration System Initiated Password Change

The following will occur when the registration system initiates a password change.

Step	Action
1	The WebCAAF registration application will provide the user a notification warning message 9 calendar days before their password expiration date.
2	When a WebCAAF user authenticates, the WebCAAF registration application will display a notification message if the user's password has expired and the user will be forced to choose a new password.

E Customer Forgets Password and/or User ID

Customers who forget their passwords and/or user ID's may use an online process to have this information mailed to them if certain conditions, designed to validate their identity, can be met. If the conditions cannot be met, customers will need to go through a process similar to the original registration process to reinstate access.

F Customer Forgets Password Remembers User ID

The following will occur when customer forgets their password and remembers user ID.

Step	Action
1	Customer may access the account maintenance feature, "Forgot Password", using their Internet browser and gain entry into the USDA eCommerce Home Page at http://www.sc.egov.usda.gov/ .
2	The customer will be prompted to enter a user ID, last name, and SSN.
3	If information matches a valid account, the customer will receive a letter, via the postal service, containing a temporary pass code, password change instructions, and the location of the Reset Password page.

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Changing a Customer's Temporary Credentials and Account Maintenance Features (Continued)**F
Customer
Forgets
Password
Remembers User
ID (Continued)**

Step	Action
4	The customer will access a Reset Password page and enter their user ID, password recovery, and new password, and confirm the new password.
5	If the customer is directed to the Service Center Office, employee will use original registration procedures to verify identity. The central mail facility will then mail a temporary password to the customer.

**G
Customer
Forgets User ID**

Customers who forget their user ID should be instructed to do the following.

Step	Action
1	Customer may do either of the following: <ul style="list-style-type: none"> • invoke login screen containing the "Forgot ID" option upon entry into a USDA CBA electronic application • select the "Forgot ID" link through the USDA eCommerce Home Page at http://www.sc.egov.usda.gov/.
2	Customer enters last name and SSN.
3	If after 3 attempts the customer is not able to successfully gain access, the system will direct the customer to contact the office where they normally conduct business.
4	If the customer is successful, the system displays the user ID.
5	If unable to complete online, contact the CCE Centralized Help Desk at 1-800-457-3642.

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Changing a Customer's Temporary Credentials and Account Maintenance Features (Continued)

**I
Customer
Forgets
Password and
User ID**

Customers who forget their password and user ID should be instructed to do the following.

Step	Action
1	Follow online process for "Customer forgets user ID".
2	Follow process for "Customer forgets password, remembers user ID".
3	If unable to complete online, contact the CCE Centralized Help Desk at 1-800-457-3642.

**J
Disabling an
Account**

Customers who want to disable their accounts should be instructed to do the following.

Step	Action
1	Using their internet browser, customer selects "Disable Account" from the USDA eCommerce Home Page at http://www.sc.egov.usda.gov/ .
2	Customer logs onto registration system with current user ID and password.
3	Customer initiates the revocation request.
4	The WebCAAF registration application will provide the customer with a revocation option button and second chance notification to accept the change.
5	Registration system deletes the customer's account.

Note: The registration system will automatically initiate a revocation action and lock the customer's account, if the customer has been inactive for 24 months.

WebCAAF Registration Questions and Answers

A**What the
Customer Might
Ask****Q1:** Do I have to register in order to conduct my business electronically?**A1:** The program is strictly voluntary, although to conduct business electronically, **you must register.****Q2:** How do I get an electronic registration form?**A2:** Log into the following website: <https://webreg.fsa.usda.gov/webreg> and query search engine for AD-2016.**Q3:** Who do I call for help with registration?**A3:** The first line of contact is your local Service Center.**Q4:** Why do I need to go through all this paperwork if this is an electronic process?**A4:** For the process to be fully electronic, we must first obtain your signature for the program. In the future, you will be able to submit your benefit request papers electronically as well.**Q5:** How long will it take before I get my Temporary Password?**A5:** Within the Continental United States (CONUS) it will normally take 3 to 5 business days to receive your temporary password in the mail. If you don't receive your password in 10 business days, contact your local Service Center. Outside CONUS it could take as long as 14 business days or more to receive your temporary password. Time frames depend on mail service.**Q6:** What do I do if I forget my password?**A6:** On-Line: Click on the "FORGOT PASSWORD" option on the log in screen and follow the instructions.

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WebCAAF Registration Questions and Answers (Continued)

A**What the
Customer Might
Ask (Continued)**

- Q7:** How long does the User ID and Password have to be?
- A7:** The User ID may consist of letters and numbers only, and must be between 6 and 20 characters in length. The password may not contain spaces or tabs, must be between 8 and 12 characters in length, must contain mixed case, and must contain at least 5 letters, 2 numbers, and 1 punctuation character.
- Q8:** Will my password ever expire?
- A8:** Yes, your password will expire after 13 months. You will receive a message when you log into the system that your password has expired. Type your new password and verify the password. You will then receive a message that your password has been changed.
- Q9:** After I receive my password in the mail, how long do I have before I have to log on and change my password and ID?
- A9:** Temporary passwords and ID's are valid for a period of **30 calendar days**. These temporary codes are for one-time use only.
- Q10:** I don't quite understand how to complete the password information. Can my Service Center complete it for me?
- A10:** No, the local Service Center does not have access to your password information. The local Service Center can walk you through the information to put on the screens, but you are required to enter the password information for a new password, changing your password, or if you have forgotten your password. Your local Service Center will be there to assist in any way they can.
- Q11:** Now that I'm registered in the system I have some program questions, who do I call?
- A11:** Contact your local Service Center.
- Q12:** What should I do if I feel that my password has been compromised?
- A12:** Contact the CCE Centralized Help Desk at 1-800-457-3642.

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WebCAAF Registration Questions and Answers (Continued)

B**What the Service
Center Might
Ask**

- Q1:** Who is the primary contact for the customer if there are questions or problems with the registration form?
- A1:** The local Service Center is the first point of contact for the customer.
- Q2:** Who do we call if we can't answer the customers' questions?
- A2:** You would contact the CCE Centralized Help Desk at 1-800-457-3642, through your State IT Staff. Business hours are Monday through Friday, 7 a.m. to 5 p.m. central time.
- Q3:** If a customer contacts the Service Center and states that he/she has not received their temporary password in the mail, what should I do?
- A3:** If it has been more than 14 business days and the customer has not received their temporary password, the Service Center shall contact the CCE Centralized Help Desk.
- Q4:** What can I do if the customer calls me with questions when I can't access the screens they see?
- A4:** Although you don't see the same screens that the customer sees, instructions are very simple and easy to follow. See instructions for change password, forgot password and/or user ID.
- Q5:** How will the customer get their temporary password.
- A5:** The information from AD-2016 will be processed through the WebCAAF system and passwords will automatically be computer-generated. A separate office will mail the temporary password to the customer via U.S. mail. Therefore, security for the customer will not be breached.
- Q6:** Who determines the Service Center's security access?
- A6:** Everyone in the Service Center has the same level of security access to the registration process.

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WebCAAF Registration Questions and Answers (Continued)

B**What the Service
Center Might
Ask (Continued)**

- Q7:** If my office is co-located will I have one password to access all counties?
- A7:** Yes, you will only need to register once and have only one ID and one password.
- Q8:** I was told that this system was a single sign on system, how come I have to keep putting in a user ID and password?
- A8:** The term “single sign on” means you use the same user ID and password that you use to log on to your computer each morning. You will still need to access WebCAAF using that same user ID and password. It is simply indicating that the user ID and password will be the same and you don’t have to remember another one.
- Q9:** When I enter information into the WebCAAF User Registration System, AD-2016 already has some pre-filled fields with the customer information. Where does this information come from?
- A9:** The information in the pre-filled fields comes from the SCIMS database. This is the database that contains producer information such as name, address, etc. The customer only needs to make modifications if necessary.
- Q10:** A customer's status needs to be changed to a different group, how do I add, delete, or modify a customer's group?
- A10:** The local Service Center shall contact the CCE Centralized Help Desk to change the status of a customer's group. The CCE Help Desk will then contact the X-eGov System Administrator.
- Q11:** What should the Service Center do if the customer states that he/she feels the password has been compromised?
- A11:** The customer shall contact the CCE Centralized Help Desk at 1-800-457-3642.
-